uonews

Universal Orlando Resort™ Team Member Newsletter

November 27 - December 10, 2017

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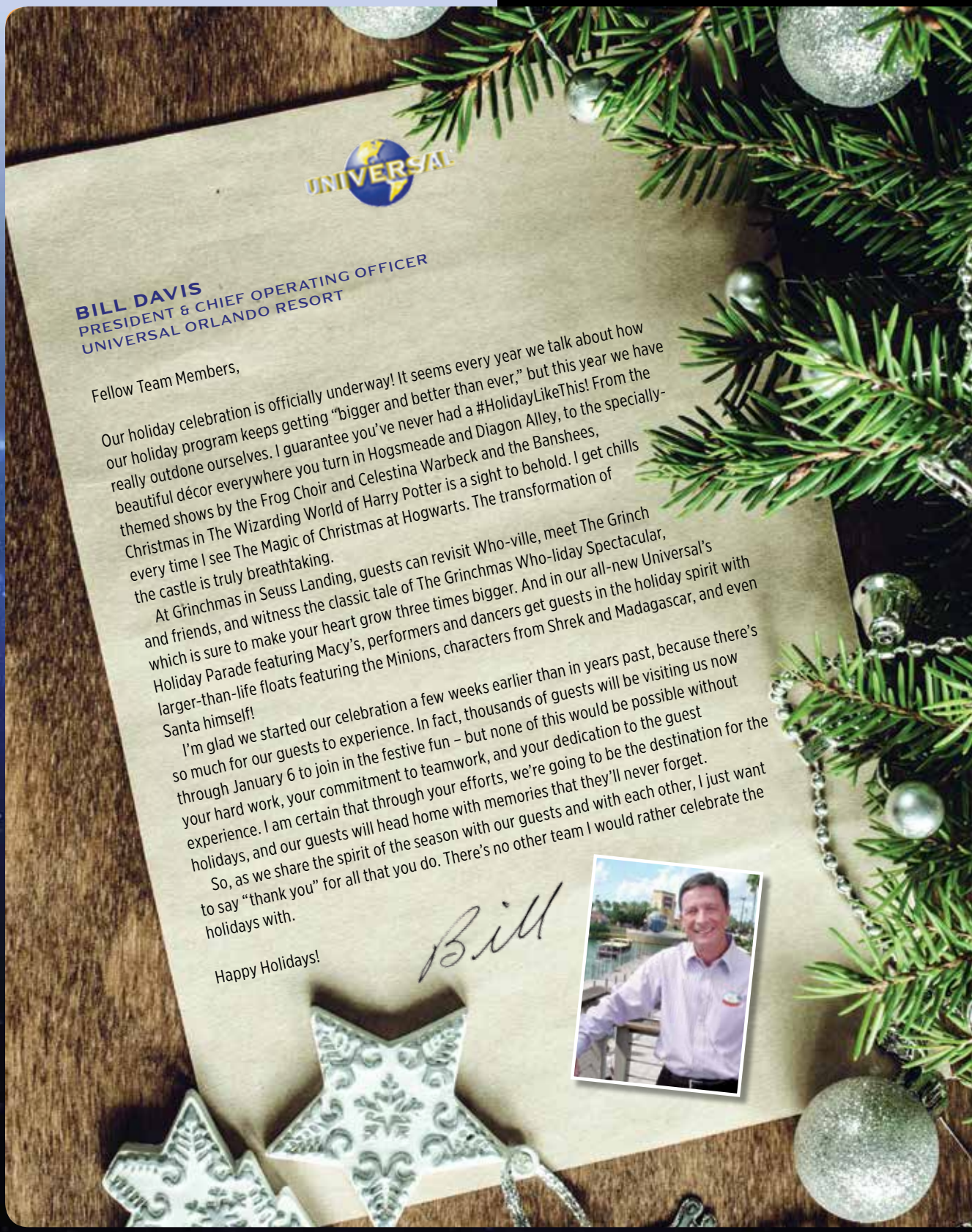


BILL DAVIS
PRESIDENT & CHIEF OPERATING OFFICER
UNIVERSAL ORLANDO RESORT

Fellow Team Members,

Our holiday celebration is officially underway! It seems every year we talk about how our holiday program keeps getting "bigger and better than ever," but this year we have really outdone ourselves. I guarantee you've never had a #HolidayLikeThis! From the beautiful décor everywhere you turn in Hogsmeade and Diagon Alley, to the specially-themed shows by the Frog Choir and Celestina Warbeck and the Banshees, Christmas in The Wizarding World of Harry Potter is a sight to behold. I get chills every time I see The Magic of Christmas at Hogwarts. The transformation of the castle is truly breathtaking.

At Grinchmas in Seuss Landing, guests can revisit Who-ville, meet The Grinch and friends, and witness the classic tale of The Grinchmas Who-liday Spectacular, which is sure to make your heart grow three times bigger. And in our all-new Universal's Holiday Parade featuring Macy's, performers and dancers get guests in the holiday spirit with larger-than-life floats featuring the Minions, characters from Shrek and Madagascar, and even Santa himself!

I'm glad we started our celebration a few weeks earlier than in years past, because there's so much for our guests to experience. In fact, thousands of guests will be visiting us now through January 6 to join in the festive fun – but none of this would be possible without your hard work, your commitment to teamwork, and your dedication to the guest experience. I am certain that through your efforts, we're going to be the destination for the holidays, and our guests will head home with memories that they'll never forget.

So, as we share the spirit of the season with our guests and with each other, I just want to say "thank you" for all that you do. There's no other team I would rather celebrate the holidays with.

Happy Holidays!

Bill

PRODUCED BY TEAM MEMBER COMMUNICATIONS

UNIVERSAL ORLANDO RESORT™ • UNIVERSAL'S ISLANDS OF ADVENTURE™ • UNIVERSAL'S VOLCANO BAY™ • UNIVERSAL CITYWALK™

What's New

NOW SHOWING

Blue Man Group Autism-Friendly Show

Blue Man Group at Universal Orlando Resort and the world's leading autism science and advocacy organization, Autism Speaks, have teamed up to announce their third annual collaborative Blue Man Group performance on Saturday, December 9 at 6:00pm. The performance will be "sensory-friendly," creating a safe and welcoming environment for individuals and families affected by autism.

Slight modifications will be made to the show, including reducing sound and light levels at various moments during the performance and making headphones or earplugs available upon request. The Blue Men will limit the amount of direct audience interaction and keep their approach to the audience more subdued. Blue Man Group will also create calming environments in the theater's lobby for families seeking a break from the excitement.

Tickets for children and adults are priced at a discounted rate of $36 (plus applicable fees), and $5 from each ticket sold will be donated to Autism Speaks. In addition to Orlando, Blue Man Group hosts autism-friendly shows in Boston, Chicago, Las Vegas, and New York City as part of this partnership.

Reminder: Team Member Discount to Blue Man Group

Universal Orlando Team Members can take advantage of advance-purchase tickets at 30% off up to 6 tickets, per valid UO ID. Plus, day of show tickets are $36.00+ tax up to 6 tickets, per valid UO ID (based on availability).

Discounted tickets must be purchased in person and are only valid for Tier 1 and 2. UO Team Members also receive 10% off food and beverage and 35% off merchandise at the Blue Man Group Theatre.

EVE at Universal CityWalk

The Best Party This Year. And Next.

The whole year's been leading up to this: EVE, Universal CityWalk's eye-popping, mind-blowing, jam-packed New Year's celebration. Guests can revel in six CityWalk clubs with live bands and DJs; enjoy signature drinks and feast on unlimited gourmet cuisine including prime rib, tenderloin and fresh seafood; and rock out on Orlando's biggest outdoor dance floor. The event ends with a pyrotechnic display, confetti bursts, and a champagne toast at midnight.

TICKETS

General admission is $139.99 (plus tax) per person, but guests who purchase tickets before December 15 can save $30. VIP tickets are also available, and include private VIP areas throughout CityWalk (excluding cabanas), an exclusive VIP menu, private bars, and seating areas. Guests who purchase VIP tickets through December 15 will save $40 off the $224.99 (plus tax) admission price. Annual and Seasonal Passholders can also receive an additional 10% off tickets.

TEAM MEMBER DISCOUNT

Universal Orlando Team Members receive 10% off EVE general admission and VIP tickets when purchased at the CityWalk Guest Services window.

Holidays at Our On-Site Hotels

All Five of Our On-Site Hotels Host a Variety of Holiday Activities Including Festive Meals and Other Seasonal Fun!

Loews Portofino Bay Hotel

Guests can celebrate the holidays at this luxurious escape inspired by the famed seaside village of Portofino, Italy with:

Hanukkah Menorah Lighting Ceremony • Arts and Crafts • Holiday Carolers • Visits from Santa and Mrs. Claus
Holiday Dining • New Year's Eve Celebration • And More

Hard Rock Hotel

Guests can live like a rock star this holiday season with:

Christmas Tree Lighting Ceremony • Hanukkah Candle Lighting Ceremony • New Year's Eve Celebration
Holiday-themed Dive-in Movies poolside • Holiday Dining • And More

Loews Royal Pacific Resort

Guests can mark the holidays at this South Seas escape that perfectly combines tropical splendor and exceptionalamenities with:

Christmas Tree Lighting Ceremony • Hanukkah Candle Lighting Ceremony • Holiday Dining
Ornament and Stocking Decorating • Holiday Storytelling • New Year's Eve Celebration • And More

Loews Sapphire Falls Resort

Guests can spend their holiday in the heart of the tropics with:

Christmas Tree Lighting Ceremony • Hanukkah Candle Lighting Ceremony • Holiday Dining
New Year's Eve Celebration • And More

Universal's Cabana Bay Beach Resort

Make it a retro holiday. Guests can relax and play at this nostalgic oasis inspired by the classic Florida beach resorts of the 1950s and 60s with:

Christmas Tree Lighting Ceremony • Hanukkah Candle Lighting Ceremony • Holiday Dining • Art and Crafts
Meet & Greets with Santa and Elves • Holiday Kids Choir • New Year's Eve Celebration • And More

For complete details on each holiday event at our On-Site Hotels, visit **uKNOW** from any on-property computer. From **myUO,** select the **Resort Knowledge Center**, then **uKNOW.**

Continuous Improvement

What's NEW at Team Member Grills

The Food & Beverage team is continually working to enhance your dining experience at Team Member Grills across property, based on your feedback. Here's just a few of the recent upgrades to your dining experience:

NEW! Eco-Friendly To-Go Containers

In support of our Green is Universal initiatives and in response to your feedback, styrofoam has been replaced with new, sugarcane-based, biodegradable containers. These containers, although more costly, are a testament to our commitment to the environment. **Dining in at a Team Member Grill?** The most eco-friendly choice is still reusable tableware, so be sure to choose dishes when eating in. Together, we can continue to elevate Green is Universal.

Hollywood Mini Grill is Getting a New Look

The Hollywood Mini Grill, located in Universal Studios Florida, is set to receive a complete makeover in the coming weeks. With new floors, furniture, fans, and a whole new look - you won't want to miss it!

There's More!

- IOAsis now offers **Belgian waffles** and the salad bar is being expanded and featured hot items relocated to increase line speed and efficiency.
- New recipes and cooking methods are being tested in an effort to bring you the highest quality menu items for an incredible value - be on the lookout for new options!

Update: Bus Loop and Drop Off Lanes in the Team Member Parking Lot

The all-new bus loop and Team Member drop-off lanes are near completion in the main Team Member parking lot. The new lanes will provide a more efficient experience and will offer ample seating for those waiting. In addition, the Gate 2 entrance has been temporarily shifted to make way for an all-new Team Member entrance. Plus, work is still underway for our new backstage building, B-2, which will house phase 2 of our Wardrobe expansion, offices, training space, and will be a new home to TeamCare!

A Note About Parking

As this work continues, the availability of parking in the main Team Member lot may near capacity at times and we realize that there are time frames when Team Members may encounter nonstandard conditions. Please keep in mind, that there may be times when you are directed to park in specific areas in the lot by Parking & Transportation or Security Team Members and we appreciate your cooperation in following these directions.

You also may notice that portions of the lot or TeamPark may appear closed or reserved at times. These designations are strategic to ensure availability and ease in locating parking spaces for those Team Members coming in to work throughout the day.

We sincerely thank you for your understanding and flexibility during this exciting time in our resort's history. We will continue to keep you informed of new procedures and updates.

Check Out the All-New TeamMember Communications Stations

The Team Member Communications Stations found in Wardrobe, Backlot Bistro, IOAsis, NPS Wardrobe, and the Breakaway Café at CityWalk have been updated with brand-new computers! These stations provide Team Members with quick access to:

KRONOS Timekeeping • Self Service Center • Career Network • Productivity Plus • uLearn UOTeam.com • and a number of internal resources on myUO

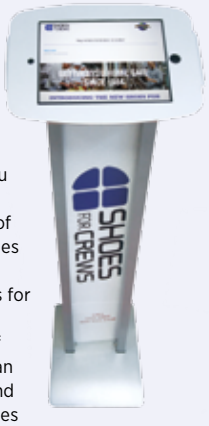
Take advantage of this convenient Team Member resource – *right here on property!*

Note: The NPS Wardrobe Communication Station will be unavailable from **2:30pm – 4:00pm, daily through the end of the year** to accommodate Team Member checkouts.

NEW FOR YOU

Wardrobe Introduces Shoes For Crews Kiosk

Team Members now have the option to purchase slip-resistant shoes from the all-new Shoes For Crews kiosk located in the main Wardrobe building! Using a touch-screen monitor, the kiosk allows you to choose from a wide variety of brands and styles to best fit your footwear needs for your role.



In a matter of minutes, you can order your brand new pair of shoes to be delivered directly to your home. Here are some important details to know about using the Shoes For Crews kiosk:

- Credit card purchases only
- Shoes will be shipped to Team Member's home within three business days
- Shoes cannot be shipped to UO using this method
- Third party Team Members are also welcome to use this kiosk for purchases
- UO corporate pricing is included in kiosk purchases
- Any returns or refunds must be done through Shoes For Crews

Note: *Team Members may still opt to use the payroll deduction method; however this option is not available at the Shoes for Crews kiosk.*

Name Tag Services Now Available at the North Parking Structure Wardrobe

Wardrobe at the North Parking Structure is now offering name tag replacement services with a recently added name tag engraver.

The services will be available 24/7, offering Team Members in CityWalk and those who work in the front of the parks, a convenient way to get a new name tag!

Making an Impact

EVENTS IN OUR DIVERSE UNIVERSE

Connect and Learn More About our Team Member Resource Groups

Wednesday, November 29
11:30am - 1:30pm
Backlot Bistro / Breakaway Café / GCC / Promenade / Volcano Bay

Stop by for a great opportunity to connect with leaders and learn about our Team Member Resource Groups. Throughout the year, our all-inclusive TMRGs provide opportunities for career development sessions, lunch and learn speaker series, community service projects, multicultural heritage celebrations, and professional networking opportunities. Focused on unity, you don't have to be 'one of' to stand with and celebrate Our Diverse Universe!

No registration required.

AAN Holiday Lunch and Social

Tuesday, December 12
Noon - 1:00pm
CityWalk - VIVO Italian Kitchen

'Tis the season to celebrate 2017 & look forward to next year! Join us to meet new Team Members, enjoy some great food, reflect on the past year and ring in the holidays. To register, visit **UOTeam.com/diversity**

Unidos - Leadership Installation Luncheon

Friday, December 1
12:00pm - 1:00pm / CityWalk™ - VIVO

Unidos continues to grow! Join us in welcoming our incoming Champion, Celiana Clavell, Senior Director, Entertainment, Costuming, and thank Rafael Sardina, Senior Manager, Parks Technology, and Sandra Bersani, Licensed Partners & Brand Standards, for their leadership and dedication to Unidos. To register, visit **UOTeam.com/Diversity**.

Sign Language Service available upon request via registration system. Please note ASL Interpreters require two (2) weeks advance notice and are subject to availability.

CommUnity Outreach Raises Over $1.35 Million for Central Florida Community!

Teams across our resort came together to make a difference in this year's CommUnity Outreach Workplace Giving campaign. Participating Universal Orlando Resort™ Team Members contributed $1.35 million in pledges! The funds raised through the campaign will provide services for thousands in our community.

"The success of this campaign year after year is a testament to our Team Members' compassion and dedication to helping our community," says **David Winslow**, Vice President, Technical Services and Chair of the 2017 CommUnity Outreach Campaign. "We are so greatful for everyone's participation and for the motivation of our campaign coordinators. The funds raised this year are going to make a huge impact throughout our community. On behalf of the non-profit organizations who are the recipients of these funds, we thank you for your support."

Annual Pass Rewards to Be Accessible Via the Team Member Comp Pass System

Incentive passes will be distributed to eligible Team Members through the Team Member Comp Pass System on December 15, 2017. ***NOTE: As a reminder to those participating in the current campaign, annual passes not redeemed by December 10, 2017 will be voided from your account.***

In the Volunteer Spotlight: Julie Calkins

Hometown: Hamilton, Ohio

Role at UO: RSr. Field Merchandise Manager USF/IOA **Years with UO:** 17 years

Volunteer Organizations (where do you primarily volunteer?): Greyhound Pets of America, Pet Alliance, and Habitat for Humanity ReStore

Years Volunteering with these organizations? 9 years.

What does your Volunteer role consist of?
Fundraising, event participation, collecting items for auctions, playing/snuggling with/showing love to dogs, taking dogs for breaks, kennel maintenance, store merchandising.

What was your most memorable experience?
I was at Pet Alliance one day and was spending time with a white pit-mix female. She was so gentle and loving and wanted attention so badly. I took her out once and put her back to move on, but then felt compelled to go back and sit for a bit with her in her kennel. She seemed like she needed it. She was snuggled up to me and it was time to go, so I held her tight and told her that her family was coming for her that day, and that she needed to be ready for them. I found out later in the week that she was adopted that day, and hoped that the time spent calming her, reducing her anxiety, and making her comfortable maybe had something to do with her finding her forever home.

SCENE AROUND: 11th Annual Veterans Day Parade

Did you know if you volunteer at least 52 hours a year, you could be a part of Club 52? Visit **UOTeam.com/ourcommunity** to learn more.

BRAVO
AWARD WINNERS

BRAVO recognizes and rewards overall excellence in job performance and is celebrated on a monthly basis for outstanding hourly or non-exempt Team Members. BRAVO Award Winners receive a $100 award check, a preferred parking spot for the month, and a UO Gift Card! Further information regarding this program is available through your HR Manager or department leader. Congratulations to this month's winners!

Ada Reyes Santiago
Food & Beverage
IOA

Amber Court
Attractions Operations
IOA

Amber Glassman
Pass Sales
UOR

Ashley Chaney
Attractions Operations
USF

Barry Smith
Merchandsie
UOR

Brenda Krauskas
Technical Services
UOR

Christopher Rangel
Technical Services
UOR

Steven Peterson
Merchandise
USF

Wendall Joseph
Park Services
UVB

Dasenka Gnjatovic
Entertainment
UOR

Donna Beaulieu
Parks Technology
UOR

Harry Huff II
Shared Services
UOR

James Rogers
Finance
UOR

Nicole Gaeta
Food & Beverage
CW

Ronald Szlanfucht
Food & Beverage
IOA

Ryan Teaman
Security
UOR

Terrence Johnson
Food & Beverage
CW

Kimberly Windsor
Human Resources
UOR

Kimberly Menciunas
Merchandise
IOA

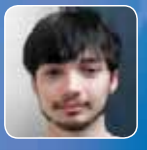
Kyle Bubb
Operations
UVB

Keith Massey
Entertainment
UOR

Jason Hays
Event Operations
UOR

Jeffrey Quinones
Park Services
UOR

John Reynolds
Entertainment
UOR



John Leonard IV
Security
UOR

NOVEMBER 2017

Around Our Universe

YOUR HEALTH

Didn't Get Your Flu Shot?

Flu shots are still available at TeamCare between the hours of 7:00am and 5:30pm. Flu shots are FREE to UO Team Members and cost just $26 for third party team members through the end of the calendar year.

Dependent spouses and children age 12 and over who are covered by a UO medical plan are also eligible to receive a free flu shot.

Please schedule an appointment for your flu shot by contacting TeamCare at 407-224-CARE (2273).

Join the Maintain Don't Gain Challenge this Holiday Season

Get off the roller coaster and enjoy success every step of the way!
ogethealthy!

The "Maintain – Don't Gain Challenge" is a 6-week program designed to help you maintain or lose weight, stay active, and reduce holiday stress! The program involves a confidential weigh in and weigh out with our Health Coach, along with motivational messages throughout. If you are interested, you must weigh-in with our Health Coach in the Wardrobe Hallway:

- Wednesday, November 29: 11:00am - 4:00pm
- Thursday, November 30: 7:00am – 10:00am & 12:00pm – 3:00pm
- Friday, December 1: 7:00am – 1:00pm

A small gift is provided to Team Members who successfully complete the challenge. In addition, for every pound lost, you will be entered in a prize drawing where five $50 gift cards will be awarded and a $100 gift card will be given to the male and the female that lose the most weight during this challenge.

The Challenge runs December 1, through January 12, with the last day to register Friday, December 1. Email our Health Coach at **health.coach@universalorlando.com** for more information. Good luck!

ESPP Enrollment Begins December 1

Eligible Team Members have another opportunity to enroll in the Comcast-NBCUniversal Employee Stock Purchase Plan (ESPP)! The ESPP is a voluntary benefit, administered by Fidelity Investments®, which allows Team Members to share in the future success of NBCUniversal and Comcast by purchasing shares of Comcast Corporation Class A common stock at a minimum 15% discount using aftertax payroll deductions.

Team Members have from December 1 through 15 to enroll in the program or to make changes to their elected deferral percentage; the next quarterly enrollment window will take place in March. Changes made at this time will become effective with the first paycheck received in January.

Visit **UOTeam.com**/yourbenefits to sign up or learn more!

Get Your W-2 Fast!

Universal Orlando's Payroll team offers you a fast way to receive your W-2. Consent to receive your W-2 electronically and you'll have convenient access to your electronic W-2 via the Self Service Center earlier than mailed copies. Plus, you'll protect yourself from identify theft by preventing a mailed copy to be stolen. **It's Easy to Record Your Consent Today!** *Consent must be received by January 1, 2018 to prevent a hard copy from being mailed to you.*

Update Your Records Too

- Visit the **Self Service Center** on **UOTeam.com**
- Select **'Self Service'** from the main menu
- Click **'Payroll and Compensation'**, then **'W-4 Tax Information'** to update your Federal Withholding Tax filing
- Click **'Personal Information'**, then **'Home and Mailing Address'** to update your address

Questions? Contact the Payroll Department / 407-363-8640 / Human Resources Building (B-111)
Mondays - Thursdays: 8:00am - 5:00pm / Fridays: 7:30am - 5:00pm

REMINDER: Have any Wardrobe Items at Home or in a Locker? Time to Bring Them In!

In an effort to make as many wardrobe items available as possible for other working Team Members, the Wardrobe team has launched the Wardrobe Accountability Program. The program is designed to encourage Team Members to return any outstanding (delinquent) wardrobe items and keep their wardrobe accounts in good standing.

Team Members have a grace period – until Sunday, December 31 of this year – to return any outstanding items without any disciplinary action. Following the grace period, the disciplinary process (as outlined in existing company policy) will take effect, beginning with verbal warnings.

Here's how you can make sure your account is clear and that items are returned without penalty:

- **Remember to return items at the end of each shift, especially when "rescuing."** If you are on Home Care, you might inadvertently go home with your rescue wardrobe. Remember to drop off your temporary wardrobe assignments after your shift is over to avoid any delinquent items.
- **Check the status of your account at Wardrobe Guest Service or any Wardrobe station.** The system keeps track of every item that's been checked out to you and will let you know what items you still have outstanding.
- **Locate your items and return them.** Whether your items are in your locker or at home, be sure to return items just as you normally would – in the specially-marked chutes in the main concourse of the Wardrobe service area. Be sure to watch the check in screens and ensure your item has been removed from your account. As a reminder, you can only keep accessories after your shift to be stored in lockers unless you are authorized for Home Care.

Additional information is available at the Wardrobe checkout counters. If you have any questions about this process, please speak with your leader or visit the Wardrobe Guest Service desk in B-3.

Thank you for helping ensure you and your fellow Team Members are looking the part!

Team Members Only

'Your Season' of Perks Continues!

Two 1-Day/3-Park Park-to-Park Tickets Added to Your Comp Pass Bank

Share the fun of the holiday with family and friends! UO Team Members who are active on December 1 or hired between December 1 and 18 have received two 3-Park 1-Day Park-to-Park tickets via the Team Member Comp Pass System. These tickets valid for admission to Universal Studios Florida, Universal's Islands of Adventure, and Universal's Volcano Bay, from Saturday, November 18, 2017 through Wednesday, January 31, 2018 except during our peak week (12/21/17 – 1/3/18).

Your Season Holiday Booklets - *Have Been Mailed to Your Home!*

Your Season Holiday Booklets contain special offers for snacks, beverages, meals, and merchandise at Universal Orlando Resort. Booklets have been mailed to all UO-paid Team Members, so be on the lookout for your holiday coupon booklet!

Active Team Members who are hired by November 12 will receive their booklets in the mail. All Team Members hired between November 13 and January 31 will be given their booklets in Orientation.

Don't Miss Your Exclusive Team Member Merchandise Discounts

Take Advantage of 80% Off at U-Shop

Get significant savings on previously marked down apparel, toys, and souvenirs at the U-Shop in Wardrobe this year. **Running through December 30**, all items are discounted at 80% off!

50% Off Merchandise Park-Wide*

All UO Team Members receive 50% off purchases at UO-owned and operated stores from **now through Sunday, December 31, 2017** by presenting your valid UO ID. Standard discount restrictions apply on all collectibles, sundries, media, and film.

*Valid at all UO owned and operated locations *with the exception of the Toothsome Chocolate Emporium & Savory Feast Kitchen™*.

"Sponsor a Family" Program

UO's "Sponsor a Family" program provides assistance to Team Members in need during the holidays with gifts for children under 18 years of age.

Become a Sponsor!

If you or your team/department is interested in helping make a Team Member's holiday season one to remember, you have the opportunity to sponsor a family! **Stop by the Team Member Services Room in B-111 between Friday, November 3 and Thursday, November 30 to sign up.**

2018 Comp Pass Blockout Dates Announced

Team Member Comp Pass Blockout dates have been announced for 2018:

Quarterly Team Member Comp Passes

- Universal Studios Florida™ & Universal's Islands of Adventure™
  - January 1 - 3
  - March 23 - April 7
  - June 9 - August 12
  - December 22 - 31
- Universal Studios Florida™
  - All concert dates (excluding Mannheim Steamroller)
- Universal's Volcano Bay™
  - May 25 - September 30

Limited Blockout Team Member Comp Passes

- Universal Studios Florida™
  - All concert dates (excluding Mannheim Steamroller)
- Universal's Volcano Bay™
  - May 25 - September 30

NOTE

Additional restrictions may apply and dates are subject to change without notice.

QUICK CUTS

Share Your Celebrations

- Congratulations to **Nicole Romero** from Universal Creative and Justin Romero on the birth of their daughter, Piper Rylee Romero, on August 27.
- Congratulations to **Ricky Torres** from Entertainment and Brandy Torres - the couple wed on October 13.

Are you celebrating a recent wedding anniversary, marriage, birth or adoption? Tell us about it and we'll feature it in an upcoming issue of *UO News*! Simply visit **UOTeam.com/celebrations** and fill out the easy-to-use form with your information.

Congratulations Sports League Champions!

Basketball

Congratulations to **The Bay Ballers** from Volcano Bay for winning the Fall 2017 Universal Orlando Basketball League Championship led by captains **Denzel Brown** and **Samuel Jozenville,** as well as our runner-up team, Team TRASH, led by captains James Ugarte and David Klarl.

Bowling

Congratulations to **Investigutters** for winning the 2017 Universal Orlando Monday Softball League Championship led by captains **Joe Sites** and **Kristina Pagan,** as well as our runner-up team Kill the Spare led by captains Abbey Swain and Jessica Martin

Team Member Services thanks all the teams who participated in the league, - hope to see you next year! Visit UOTeam.com/sportsleagues for more information about UO's Sports Leagues.

Team Member Milestones

Congratulations to all Team Members Who Are Celebrating Their Anniversary with the Company in November!

25 YEARS

Entertainment
David Franzen
Tanya Nichols

Human Resources
Soobnath Rambharos

Technical Services
Jeffrey Bloomingdale

Merchandise
Susan Hobson

Parking & Transportation
Marie Pinthieve

Technical Services
Jo Kempson
Alfonso Mellone

Universal Creative
David Dilday

20 YEARS

Security
Paul Williamson

Technical Services
Roque Pierzo

15 YEARS

Entertainment
Alan Brown
Tod Kimbro
Jennifer Palmer
Edward Sharkey

Human Resources
Jennifer Chapman

Marketing & Sales
Faith Swank

Merchandise
Juan Ruiz Baez

Park Services
Edwin Pino

Technical Services
Charles Rivera

10 YEARS

Attractions Operations
Jasmine Santiago

Blue Man Group
Sabrina Stearns

Entertainment
Daniel Buckley
Brett Carson
Tracey Dilday
Kristyne Larsen
Natalie Lopez
Penny Mathis
Shelby McLaren
Hiedi Musselman
Desiree Perez
Erin Peugh
Daniel Schinneller
David Veitch

Entrance Operations
Channing Ogzewalla

Food & Beverage
Richard Adams
Suzanne Adams
Marilou Banzon
Diane Brown
John Buser
Jacky Chen
Adele Cumming
Carmen Davis
John Dey
Patricia Dey
James Dionne
Joyce Dionne
Brenda Estrada-Newton
Westley Georges
Daniel Juran
Richard Page
Barbara Tajmajer
Walter Tajmajer
Ann-Marie Zappone

Marketing & Sales
Fred Flynn Jr.
Robert Hall
Kristina Martell
Merchandise
Shawn Commander Jr
Jessica Marrero
Daniel Morales
Glaycon Oliveira
Frances Roberts
Curtisia Windom
Park Services
Nicole Suggs

Security
Orville Collier
Vickie Maloney

Technical Services
Victor Aranda
Charity Mederos
Randy Motto
Jeffrey Patrick
Kenneth Schlobach

5 YEARS

Attractions Operations
Alex Affield
Nicole Harper
Patricia Lahman
Kevin Liebenstein
Lauryn Tancer

Entertainment
James Baker
Megan Boetto
Johari Bonner
Victoria Boyd
Jessica Brown
John Cortes
Geoffrey Galvin II
Gary Griffin II
Robert Herrle
Trista Horner
Brittany Knight
Ireliz LeRoy
Jason Longo
Lyle Lopez
Katherine Lozon
Kara McGuire
Kevin Rego
Anthony Rodriguez
Ashley Ruggeri
Jacob Siegel
Benjamin Smith
Kelsey Strickland
Michael Swain
Margaret Woodard

Entrance Operations
Michael Connell
Jeremy Dolan
Christopher Gibson
Natalie Lattimore
Randall Pinette

Event Operations
Stephen Chavarie
Travis Hyatt
JaLeesa Jones
Nicole Rivera
Christopher Ward

Finance
Alex Choo
Patricia Menzies

Food & Beverage
Linda Arroyo
Jailyn Canales
Kaleigh DeJohn
Jason Doward
Laatoya Freeman
Daniel Grebey
Valerie Jackson
Florence Johnson
Anthony Laudisio
Melissa Martinez
Cynthia Mongalo
Michael Ramirez
Joshua Rickard
Aaron Sasser
Christopher Valentine
Sean Valine
Amanda VanAken
Mercedes Vega
Patrice Warner

Human Resources
Joshua Bell

Marketing & Sales
Jennifer Avery
Eric Gray
Justin Porter

Merchandise
Mercedes Collazo
Calvin Dunkle
Terri Herlihy
Daphne Luna-Arvelo
Steven Peterson
Lamasha Slater
Katelynne Veaudry

Park Services
Angelica Arus Ortiz
Michael Cruickshank
Ronald Custard
Joe Irizarry
Jonathan Torres

Parking & Transportation
Gabriel Sanchez

Parks Technology
Alexandra Tedesco

Technical Services
Tyler Blumer
Randy Dorsey
Hector Henao
Travis La Tour
Joshua Ray
Terry Rives
Matthew Vogler

Wardrobe
James Braxton

Universal Creative
Robert Barron
Jean Kluge

ONE STOP: GRILL MENUS / PARK OPERATING HOURS / IMPORTANT NUMBERS

To help ensure accurate and timely information, you'll find these resources on UOTeam.com. They can be accessed from anywhere there's an Internet connection, anytime.

- **Grill Menus** – See what's cooking at our major grills, published on a weekly basis
- **Park Operating Hours** – Link directly to our park hours listed on **universalorlando.com**
- **Important Numbers & Hours** – Find out contact information and operating hours for common Team Member services and resources

You'll find this information and more under the **'References'** on the homepage of **UOTeam.com.**

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